

ABSTRACT

CV. Bonsai Interior is one of the crafts industry in Indonesia, which has entered the international market. In accordance with the company's commitment to providing excellent services to consumers, CV. Bonsai Interior are always working in the quality assurance of the resulting. In reality, to date CV. Bonsai Interior still do not have a standardized quality management system. Problems demands the development requirements of the national and international markets, and a review of the causes of customer complaints will need a quality management system standard, and future patterns of consumers who are likely to choose a manufacturer that has the ISO 9001:2008 quality management system, quality management system based on ISO 9001: 2008 is needed by CV. Bonsai Interior, thereby CV. Bonsai Interior need to design a quality management system based on ISO 9001:2008.

In designing a quality management system CV. Bonsai Interior, used some of the data, including the data management system CV. Bonsai Interior, the data quality management systems of other companies that have been certified ISO 9001:2008 (PT. Sinjaraga Santika Sport Indonesia and Clarion), and ISO 9001:2008 standards. The data used for the identification of gaps and benchmarking data analysis. Identification of gaps is done by mapping the existing condition CV. Bonsai Interior in accordance with the requirements of ISO 9001:2008. Benchmarking analysis is done by comparing the others company's quality management system adapted to conditions in CV. Bonsai Interior. In the comparative analysis of the criteria used benchmarking organizational structure and quality manual including the content therein.

The design of the proposed quality management system include (1) Quality manual, (2) A list of the procedures required by ISO 9001:2008. This design is expected to provide input for improvement of CV. Bonsai Interior.

Keywords: Quality Management System, ISO 9001:2008, Benchmarking